

NEVADA STATE REHABILITATION COUNCIL  
ANNUAL REPORT  
2017





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# MISSION

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The Mission of the Nevada State Rehabilitation Council (NSRC) is to help ensure the Vocational Rehabilitation Programs (Bureau of Vocational Rehabilitation and Bureau of Services to the Blind and Visually Impaired) are consumer oriented, consumer driven and the programs' services and resources result in competitive integrated employment outcomes for Nevadans with disabilities.

# VISION

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To bridge the gap between disability and self-sufficiency.

## COUNCIL MEMBERS

Joshua Baker  
Disability Advocate

Robert Brown  
Community Rehabilitation Program  
Opportunity Village

Matthew Cox  
Disability Advocate

Kacy Curry  
Statewide Independent Living Council

Ernest Hall - Chair  
Community Rehabilitation Program  
Easterseals Nevada

William Heavilin, Vice Chair  
Client Assistance Program

Shelley Hendren  
Vocational Rehabilitation Administrator  
Dept. of Employment, Training and Rehabilitation

Robin Kincaid  
Parent Training and Information Center  
Nevada PEP

Todd McCullough  
Business, Industry, & Labor  
Starbucks

Max Miller-Hooks  
Business, Industry and Labor  
Agape Resiliency Training

Jean Peyton  
Past Vocational Rehabilitation Client

Faith Wilson  
Rehabilitation Counselor



# ROLES AND RESPONSIBILITIES

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The Nevada State Rehabilitation Council (NSRC) is a citizen advisory council appointed by the Governor to serve both as a partner and to provide guidance to the state's Vocational Rehabilitation (VR) Program.

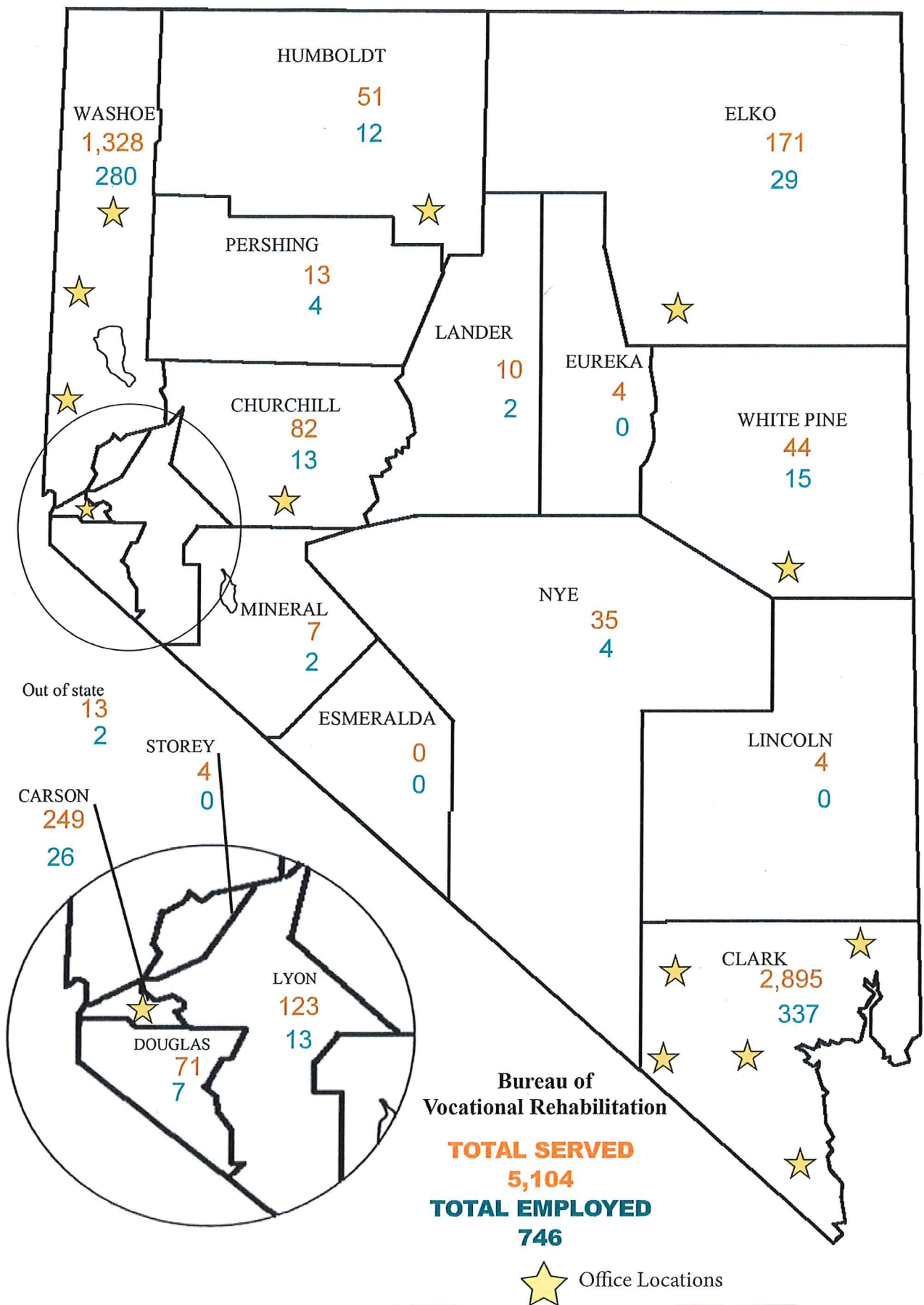
The council includes people with disabilities, community rehabilitation program staff, vocational rehabilitation counselors, advocates, VR consumers and business leaders.

The council assists in shaping policy, by guiding and assisting in making thoughtful, participant-focused decisions through needs assessments, consumer satisfaction surveys, and ongoing program evaluations.

Members engage in strategic planning and provide guidance to promote increased competitive, integrated employment opportunities for individuals with disabilities.

For more information on becoming a council member, contact the Rehabilitation Division Administration office at 775-687-6860, or visit our website at <http://www.nvdetr.org/Rehab%20pages/rehab%20council.htm>. Applications for Gubernatorial appointment to the council may be found at <http://gov.nv.gov/Boards/Vacancies/>.





## LETTER FROM THE ADMINISTRATOR

### SHELLEY HENDREN

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I am humbled by the dedication and perseverance of the vocational rehabilitation staff. After all-encompassing and constant change brought about by the Workforce Innovation and Opportunity Act (WIOA) since 2014, it seems that we are finally surfacing for air. The federal government, and subsequently Nevada state government, asked a lot of vocational rehabilitation staff and partners, council and administration, as implementation of the mandates and vision in WIOA are realized. Now the vocational rehabilitation (VR) program finds itself with new policies, new work performance standards, new contractual agreements, and a new philosophy on the provision of services to individuals with disabilities in Nevada.



We have found ourselves leading the nation in WIOA-driven systems change, including with the carefully considered, collaborative state and local education agreements executed with BVR, which outline our partnerships in the delivery of Pre-Employment Transition Services to students with disabilities. We are leaders with our new rehabilitation counselor classification series, which now allows for a larger applicant talent pool for recruitments, while maintaining the integrity and expertise of the counselor series at higher levels. We continue to lead the nation in reworking our work performance standards for counselors so they reflect the true intent of WIOA, which is to create quality, sustainable jobs for our consumers in the new Nevada economy. We were one of the first states to work with business partners in creating on-the-job work readiness programs embedded in those businesses. Nevada was the first to create such a program with Starbucks, and led the nation by taking that program into Starbucks' retail establishments.

Nevada experienced a 25 percent growth in the number of transition-aged students served in the BVR program last year. We also experienced an increase in our population of individuals with the most significant disabilities. The number of these individuals served by BVR grew by 7.4 percent last year. As WIOA intended, vocational rehabilitation programs nationwide, including Nevada's, are serving these most vulnerable populations in order to prepare them for quality work and improved quality of life and self-sufficiency.

We have been collaborative, innovative and strategic. Some examples are our summer camps for students and youth, the Pathway to Work program with Opportunity Village, self-advocacy curriculum for students, and collaborative work with the Division of Public and Behavioral Health for long term supports. Another example is the work with the Aging and Disability Services Division and the Governor's Council on Developmental Disabilities to move forward the Integrated Employment Taskforce's Strategic Plan, which was born out of Governor Sandoval's Executive Order 2014-16. Additionally, our business development team's drive and initiative netted a collaboration with local colleges to deliver soft skills curriculum for our consumers. Our Blind Business Enterprise of Nevada (BEN) program has been an innovative partner for example, providing Community Based Assessments for BVR consumers in BEN sites.

We have been providing quality training for our staff to ensure they have the expertise and a 21st century understanding of workforce and the distinct needs of individuals with disabilities in the workforce. BVR staff members have been fluid and flexible with all of the changes they have experienced in the last three years due to WIOA. They have maintained their determination, and held tightly to the mission of the agency of always ensuring individuals with disabilities in Nevada have access to opportunities for competitive, integrated employment and self-sufficiency. I am proud of their accomplishments and honored to serve them.



# Letter From the Chairman Ernest J. Hall, MA

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*"Every human being has talents  
that are just waiting to be  
uncovered."*

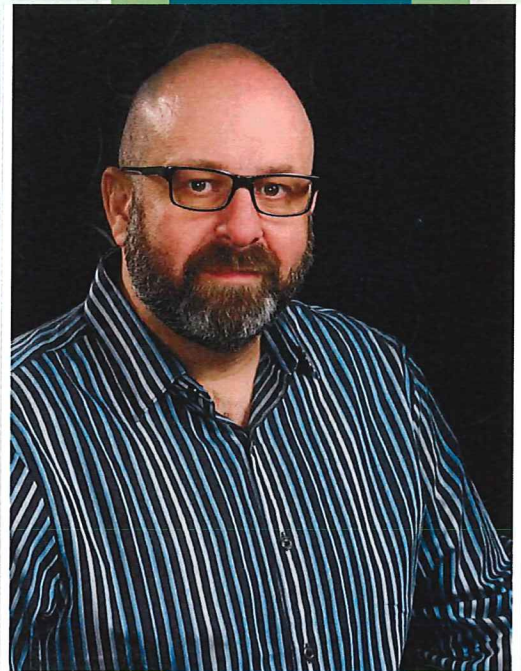
-Tom Rath, Strengths Finder 2.0

Nothing great has ever been accomplished by thinking about what can't be done or why things can't change. Success requires a belief that we can make a difference and that our efforts will create positive changes. In partnership with the Bureau of Vocational Rehabilitation, the Nevada State Rehabilitation Council has sought to create more jobs, improve service delivery, and ensure that students have the opportunity to fully participate in competitive employment as they graduate from high school.

I believe the steps we have taken to capture consumer satisfaction data over more points in time and evaluate this information with service delivery data will enhance the job search process and produce stronger, longer lasting employment outcomes.

To be truly successful in ensuring Nevadans with disabilities can reach their employment goals, we need to build new relationships with employers and community agencies. Our discussions need to remind people that we hire for ability and that when we match an individual's abilities with the employer's needs, a partnership is created that will benefit both.

The success of our efforts relies on the diversity of our members and their passion to volunteer to serve on this council. I want to thank the council members for their service this past year and I am looking forward to working with all of you in the coming year.





# EMPLOYEE SPOTLIGHT

## The Contracts Crew



**T**he Operations Contracts Unit is a lively bunch that is ecstatic about providing an essential function for the Rehabilitation Division. The Contracts Crew, as they fondly call themselves, is responsible for the preparation of all contracts for the Rehabilitation Division. The unit processes all types of contracts and service provider agreements for the Bureau of Vocational Rehabilitation (BVR), the Bureau of Services to Persons Who are Blind or Visually Impaired (BSBVI), and the Bureau of Disability Adjudication (BDA), including vocational and educational assessments, medical and psychological services and assessments, training and education programs, work readiness training, job development

and job coaching. The unit processes programmatic partnership contracts such as the Third Party Cooperative Arrangement between BVR and Washoe County School District for its VOICE program, and even contracts for goods such as for commercial kitchen equipment for the business Owner/Operators within the Blind Business Enterprise of Nevada (BEN) program.

The Contracts Crew includes several dedicated individuals who come from a variety of backgrounds. Walter Cuneo is a supervising management analyst II, who started at the state's Dairy Commission in 2009 as an auditor. He was also a budget analyst for the



Nevada Department of Agriculture and an auditor for Medicaid before becoming the Rehabilitation Division's contracts manager in April 2015. Walter is responsible for working with BVR staff, service providers and vendors, and the department's financial management office on all contracts.

Jill Martin is a management analyst I and oversees a number of BVR's complex contracts with a variety of service providers, including the Third Party Cooperative Arrangements (TPCA). These TPCAs with Nevada's universities and colleges, and the Clark County and Washoe County School Districts provide pre-employment transition services to students with disabilities. Jill started with the state of Nevada in 1991, and worked at the Department of Motor Vehicles, Nevada State Industrial Insurance System and the Department of Transportation prior to coming to the Rehabilitation Division almost 18 years ago. Jill also manages BVR's Ticket to Work program and handles special projects for the Rehabilitation Administration.

A more recent addition to the team is Jared Franco, a management analyst I. Jared previously had a career in the United States Army and graduated from the University of Nevada, Reno with a Bachelor's Degree in Business Administration before coming to the Rehabilitation Division in February 2017. Jared handles contracts for the Bureau of Disability Adjudication (BDA) and provider agreements for both BDA and BVR for service delivery to consumers.

Jeana Webb was recently promoted to program officer I in the Rehabilitation Administration office, handling provider agreements and the fuel card program, after serving for three years as a rehabilitation technician at the Fallon office. Jeana is also a division success story, as she was a client with multiple disabilities who, with assistance from BVR, now has the opportunity to pay it forward to others with disabilities pursuing employment.

The Contracts Crew is managed by Benjamin West, a management analyst III who also manages the field accounting units located in Reno and Las Vegas. Ben was a law enforcement officer in Florida for 15 years before moving to Nevada. Since starting with the state



Steven McDonald, Esq.

of Nevada, Ben worked at the Commission on Peace Officers' Standards, Training, and the Department of Public Safety before coming to the Rehabilitation Division in February of 2017.

Steven McDonald is the Deputy Administrator of Operations for the Rehabilitation Division and has oversight responsibilities over the contracts unit, as well as the grants, fiscal, budgets, and accounting units and the BEN program. Steven, an attorney, worked as a Nevada state administrator, assistant administrator, deputy state treasurer, and hearing officer within BDA before assuming his current role in February 2017. Steven is proud to be a member of this crew. "We enjoy working behind the scenes in support of our colleagues," McDonald said. "If there is anything that we can do to help accomplish the missions of our agencies and units we will. We enthusiastically embrace our operations' supportive role and our motto is, 'We are here to help!'"





Student interns meet the director of the Nevada Department of Employment, Training and Rehabilitation

## STATE AGENCIES SPONSOR STUDENTS WITH DISABILITIES AS PART OF BVR INTERNSHIP PROGRAM

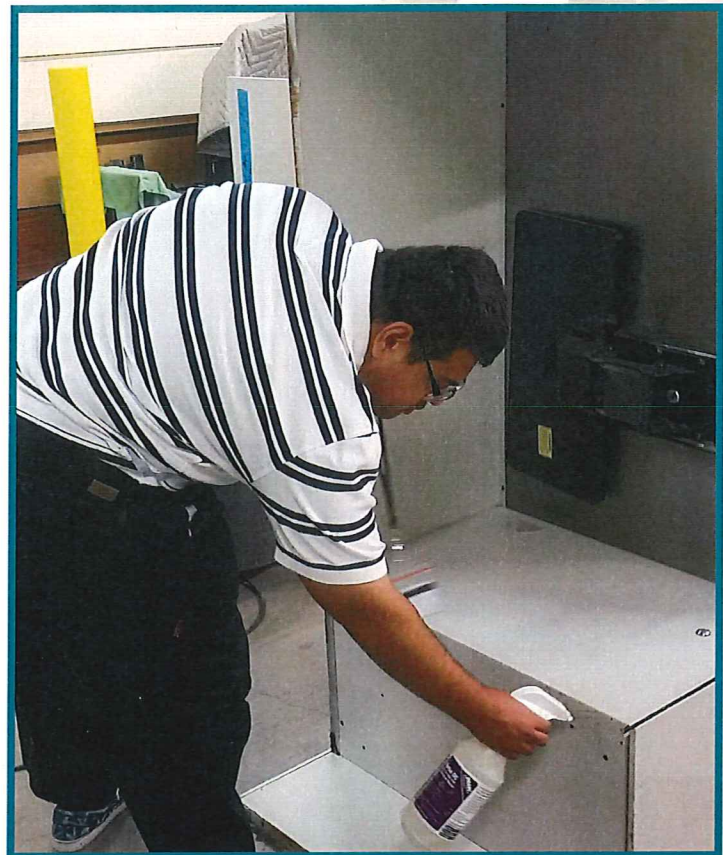
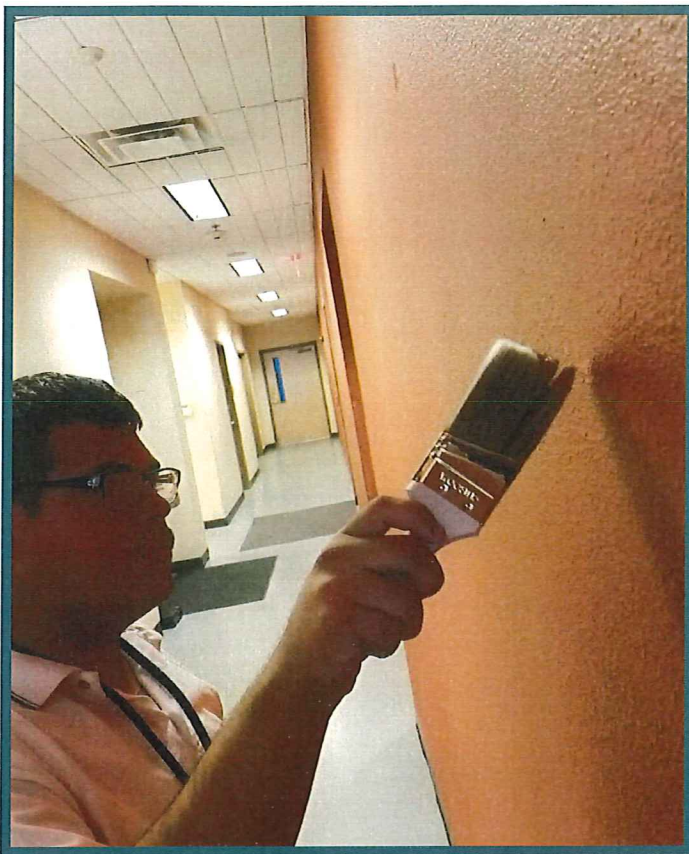
**I**n support of government as a leader and model employer, the Bureau of Vocational Rehabilitation (BVR) and the Division of Human Resource Management (DHRM) developed an innovative Summer Youth Internship Work Experience program for students with disabilities, ages 18-21. The goal of the program was for students with disabilities to gain experience, knowledge and skills through internship work experience within state government in the areas of maintenance, shipping and receiving, clerical, reception, customer service, and/or media relations. BVR hoped that students would additionally be inspired to make informed choices about their future career pathways through this program.

The interns worked a minimum of 20 hours per

week from June 19th-July 28th. BVR paid the interns minimum wage through a temporary staffing agency, as well as their worker's compensation insurance. BVR screened and matched interns with appropriate agencies and jobs, provided them workplace readiness training prior to starting and provided ongoing support (such as job coaching) or accommodations, as needed. For most, this was their first work experience.

Over a dozen agencies throughout the state of Nevada took advantage of this unique program that allowed high school students with disabilities to obtain work experience by serving as interns. A total of 43 students worked at various state agency work sites where they learned specific job skills and general workplace behavior/etiquette that will help them become employed when they complete high school. Some of the agencies which participated, in addition to our own





## *Summer Youth Internship Work Experience*

Department of Employment, Training & Rehabilitation (DETR) offices in Carson City and Las Vegas, included: Commission on Postsecondary Education, Nevada Equal Rights Commission, Pahrump Behavioral Health Clinic, Nevada Treasurer's office, Division of State Parks, Fleet Services, Risk Management Division, UNLV Student Affairs, Nevada Highway Patrol, Department of Health and Human Services, Office of the Military, UNR Cooperative Extension, Department of Taxation and Nevada Department of Veterans Services.

### **SOME HIGHLIGHTS FROM THIS PROGRAM INCLUDE:**

- The seven student interns at Veterans Services participated in a groundbreaking ceremony with the Governor at a new housing project in Reno.
- The four student interns at Nevada Highway Patrol, Southern Command had an opportunity to complete a ride-along with an officer.
- The student intern at UNLV Student Affairs participated in a community partnership luncheon.
- The Division of State Parks, Southern Region went above and beyond to help the student interns. They provided polo shirts and hats for all four of their interns. At Spring Mountain Ranch, they even went so far as to send a staff member into town to the last stop on the bus route to pick up and drop off two interns, since there are no bus lines running out to the Ranch.
- The seven interns in DETR, in both Carson City and Las Vegas, participated in weekly educational symposiums on Friday afternoons.



# COLLABORATIONS

The Vocational Opportunities for Inclusive Career Education (VOICE) collaborative between the Washoe County School District (WCSD) and the state of Nevada, Bureau of Vocational Rehabilitation (BVR) has assisted 95 students with securing competitive integrated employment to date. The focus is on pre-employment transition, work readiness skills training and specialized job development for the achievement of competitive and integrated employment for these students.



The three CareerConnect collaborations with Western Nevada College, Truckee Meadows Community College and the University of Nevada Las Vegas continue successfully to serve mutual clients who are attending postsecondary education and training at these institutions. This collaborative, which focuses on BVR youth transitioning from high school to college, continues to provide guidance to students to acquire the academic preparation, work readiness skills, internship opportunities and job development necessary to successfully obtain competitive integrated employment upon completion of their postsecondary program. The goal is to assist students to develop the skills and knowledge for meaningful careers.



Nevada BVR proudly partnered with the Lyon County School District to braid funding to improve post-secondary outcomes for students with disabilities in Lyon County by providing them with support, resources and access to college and career pathways. Effective in August, a transition coordinator had been hired to implement this much needed program for best practice in a rural county.

In collaboration with the Carson City School District, the Next Step program was created at Carson City High. This program is for students from 18-22 who are interested in exploring work experiences and developing their vocational skills in preparation for employment. BVR provides a job coach, work experiences, soft skills and work readiness training during the school day instead of traditional academic courses.



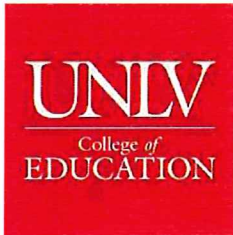


# ENLIVEN

In collaboration with the Children's Cabinet and Nevada Adult Mental Health, BVR was proud to be a founding partner and ongoing service provider in the Enliven program, which is designed to provide early identification and treatment of psychosis and provision of wrap around services for youth.

To provide better-extended services and quality long-term follow-along, BVR has partnered with NNAMHS to pilot a program in which a rehabilitation counselor at NNAMHS identifies appropriate referrals to BVR. With additional supports, these individuals work to find competitive and integrated employment, with NNAMHS providing the long-term follow-along to ensure future concerns are addressed quickly and employment stability is preserved.

**N.N.A.M.H.S.**  
Northern Nevada Adult Mental Health Services



In collaboration with the Department of Education and UNLV Disability Resource Center, the CRAVE camp provides Career, Recreation, And Vocational Education to students with disabilities during a one week residential camp at UNLV. This is the 10th year BVR has sponsored this meaningful camp.

Job Exploration and Expectation Program (JEEP) is a program with the Clark County School District that provides pre-employment transition services. This includes nine-week worksite rotations on high school campuses with job coaches promoting movement from secondary education to post-secondary activities and employment.



Project Search is a collaboration with CCSD, Sunrise Hospital, and the Regional Transportation Commission in which high school students are assigned to worksites at either Sunrise Hospital or the Regional Transportation Commission. Students complete several work rotations at the worksite with support from their CCSD teachers and BVR job coaches.

BVR and Desert Regional Center have developed unique collaborations with Goodwill, Easterseals Nevada and Opportunity Village. These programs provide supported employment consumers with job coaching supports and training within local businesses to learn the employment skills needed for competitive employment in the new Nevada.

Pathway to Work is a collaboration including Desert Regional Center, BVR, and Opportunity Village. BVR supported employment consumers are provided job coaching support and training over a three to six-month period at either Boulder Station, Get Fresh, Rio Hotel and Casino, or Centennial Hills Hospital.





# COLLABORATIONS

## OTHER PARTNERS AND COLLABORATIONS WE WOULD LIKE TO ACKNOWLEDGE:

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Adams Hub for Innovation  
Blind Center  
Blindconnect  
Community Services Agency  
Commission on Services for Persons with Disabilities  
Deaf & Hard of Hearing Advocacy Resource Center  
Deaf Centers of Nevada  
Easterseals Nevada  
eSight  
Fallon Paiute Shoshone Tribe  
Fort Mojave Tribe  
Gallaudet University  
Goodwill of Sacramento and Northern Nevada  
Goodwill of Southern Nevada  
Haugen & Keck  
Hellen Keller National Center  
High Sierra Industries  
JAG Nevada  
JOIN  
Jr. Blind  
Moapa Band of Paiutes  
National Federation of the Blind  
Nevada Aging and Disability Services Division  
Nevada Broadcasters Association  
Nevada Disability Advocacy and Law Center  
Nevada JobConnect  
NevadaWorks  
Nevada Governor's Council on Developmental Disabilities  
Nevada System of Higher Education (NSHE)  
member colleges and universities  
Northern Nevada Center for Independent Living  
National Technical Assistance Center on Transition

Professional Institute of Technology and Accounting  
Regional Transportation Center  
Shoshone Paiute Tribe of Duck Valley  
Statewide Independent Living Council  
Social Entrepreneurs, Inc.  
Southern Nevada Center for Independent Living  
Starbucks  
State of Arizona, Rehabilitation Services Administration  
State of Nevada, Department of Education  
Statewide Regional Centers  
Statewide School Districts  
The Children's Cabinet  
TransCen  
United Cerebral Palsy  
University of Nevada Reno, Center for Excellence in  
Disability  
West Hills Hospital  
Workforce Connections  
Workforce Innovation Technical Assistance Center  
Youth Technical Assistance Center



# 2017 Legislative Update



**T**he Vocational Rehabilitation (VR) program had a successful 2017 biennial legislative session. For state fiscal years 2018 and 2019, Nevada VR was budgeted an additional \$600,000 each year in federal grant funds. This was based upon the non-federal sources of match VR is projected to earn from its Third Party Cooperative Arrangements (TPCAs) by way of partner “effort” or certified time, and overmatch.

VR was budgeted and approved for three new full time positions, including a statewide transition coordinator, a rehabilitation counselor III for its TPCA with Truckee Meadows Community College, and a training officer II to provide staff trainings statewide on such subjects as informed choice, customized employment and quality employment placements. VR’s new transition coordinator will

oversee the delivery of Pre-Employment Transition Services (Pre-ETS) to students with disabilities statewide, and will supervise a team of two contractors, and a third that may be added to cover rural Nevada.

VR leadership brought forth three bill drafts, all of which passed into law. AB20 included a variety of changes to the statutes that dictate the VR programs (Nevada Revised Statutes 426 and 615), including adding the new goal of “competitive integrated employment;” removing authority for VR to operate sheltered workshops; removing independent living services and honing its focus on vocational services and employment outcomes; correcting offensive terminology; and making changes for consistency between VR’s two bureaus and their statutes.

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AB483, a budget bill, moved authority and oversight for the state's Preferred Purchase program from VR to the Purchasing Division. The Preferred Purchase Program allows government entities to contract for goods and services from non-profit organizations in which 75 percent of their billable labor is performed by people with disabilities. Under these circumstances, the Preferred Purchase Program is granted exception to the competitive bid process. This program is the state's version of the federal, "Ability One." Moving it from VR removed the conflict of interest that VR had with these often segregated jobs. The transition of this program to the Purchasing Division has already occurred.

Budget bill AB510 provides funding and authority to VR through the biennium to upgrade its 13-year-old RAISON case management system to the newest version of Aware VR. The kickoff for this two-year project occurred in October 2017.

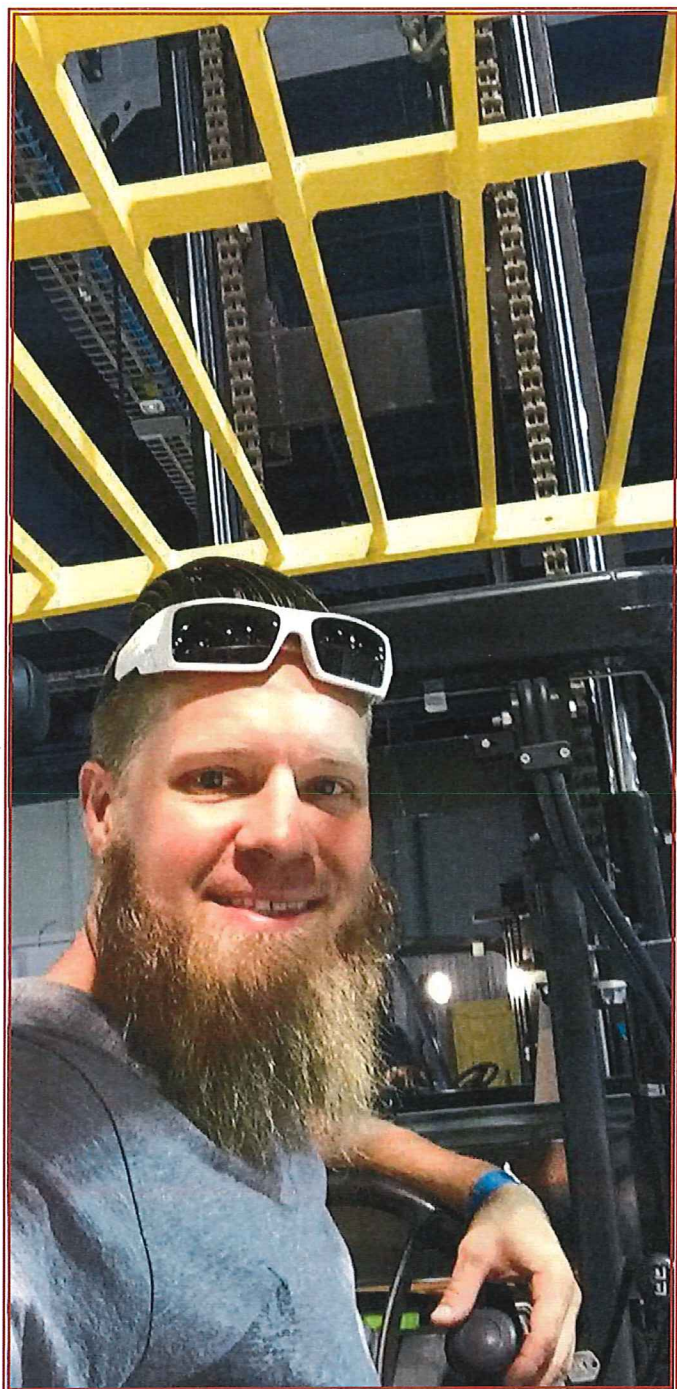
Lastly, VR collaborated with the Governor's Council on Developmental Disabilities and Nevada Assemblyman Mike Sprinkle in the writing of AB192, which also passed into law. This bill made consideration of job applicants on the state's 700-Hour recruitment lists a mandatory step in the recruitment process for all state agencies. VR certifies individuals with disabilities for qualification on state job recruitments in conjunction with the Division of Human Resource Management (DHRM) through the 700-Hour program. Individuals on 700-Hour recruitment lists are equally qualified for state jobs, with or without reasonable accommodations. Hiring authorities must now consider candidates on these lists prior to other recruitment lists. AB192 also requires that each hiring authority shall ensure that there is at least one person on the staff who has training concerning the unique challenges a person with a disability faces in the workplace. VR is currently working with DHRM to create a training program for agency hiring authorities.





# SUCCESS

# STORY



*Eric Tierdam* does not let his disability interfere with his desire to be a productive member of the workforce. Eric lost his right leg in 2002 and uses a prosthetic to keep up with the rigors of his career as a freight foreman for Freeman Companies. He came to BVR seeking assistance with purchasing a new prosthetic leg so that he could continue his job of over 13 years. Eric often works over 80 hours a week performing such duties as convention setup and forklift operation, therefore the new limb was extremely important for his continued independence.

Within six months BVR was able to help Eric obtain his new prosthetic limb, covering a portion of the cost, while insurance covered the majority at \$99,532. This was the third time BVR has helped Eric with his prosthetic needs.

Through the assistance he received at BVR, Eric was able to continue successfully working, earning \$31.60 per hour. Another interesting fact about Eric is that he is a Para-Skeleton World Champion. He won this title in March of 2016 when he competed against 20 athletes from over nine countries in a Para-skeleton and Para-bobsled event. It should be noted that "skeleton" is a winter sport in which a person rides a small sled known as a "skeleton bobsled" down a frozen track while lying face down. Eric is also an anti-aging and health specialist.

Eric was so excited about his new limb that he wrote in a letter to BVR, "The leg is WORKING GREAT! I walked on it for about 16 hours the other day at work and had zero fatigue or pain. It was such a great feeling!"



# SUCCESS

# STORIES

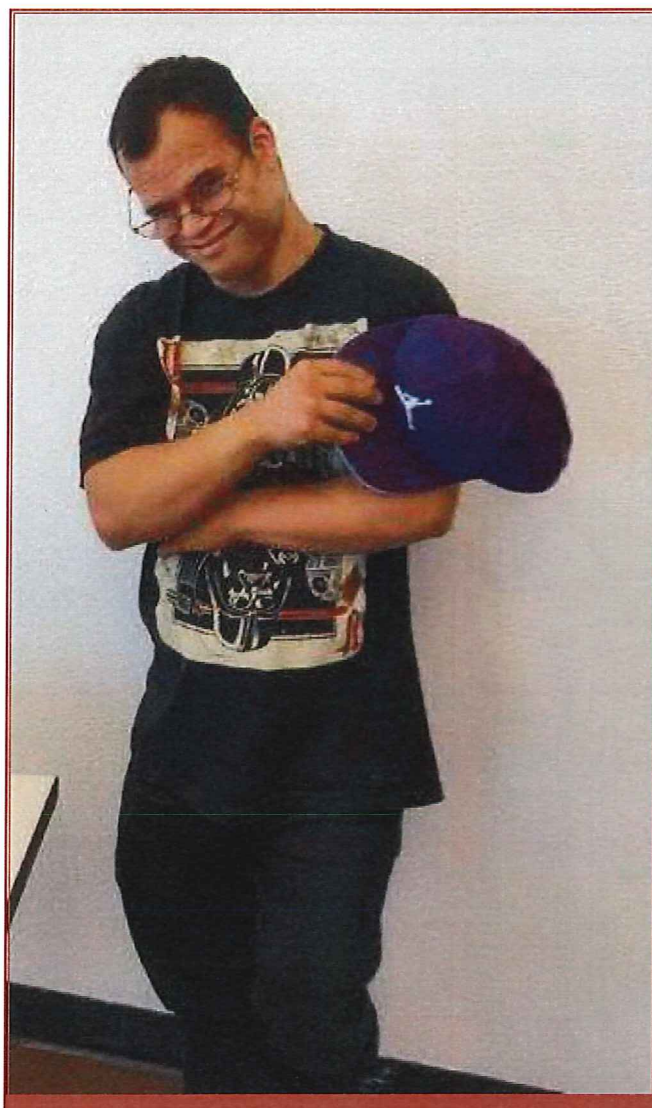
*Ivan Rosas Medina* is an outgoing young man with Downs Syndrome who described his dream job as working for his favorite restaurant, Jack in the Box. Ivan experiences a number of challenges due to his condition, including mild intellectual challenges, a minor speech impairment and becoming frazzled by large crowds.

Ivan, 24, worked occasionally in the family janitorial business emptying trashcans, sweeping floors and performing other tasks given to him by his father. However, Ivan did not give up hope of getting a job where his family enjoyed dinner every Friday night. He said that he wanted a job of his very own.

Carson High School referred Ivan to BVR for help gaining workplace skills and finding a job. BVR identified him for a Customized Employment process that included job shadowing, a Community Based Assessment, clothing and gas stipends, job development and placement, as well as intensive job coaching to help him learn to perform in a competitive work environment.

This process allowed Ivan to job shadow at Michael's Cycles and the Brewery Performing Arts Center. Ivan was thrilled when he finally received the opportunity to undergo a Community Based Assessment at Jack in the Box. Ivan was hired to work in the front of the house as a bus person, which allowed him to greet customers, sweep floors, bus tables, empty trashcans and perform other duties.

Ivan continues to work successfully at Jack in the Box where the managers and staff provide him ongoing support. Ivan and his family expressed their appreciation to BVR for the services Ivan received and for helping him fulfill his employment goal.





*Erlinda Guzman* had previously worked in a sheltered workshop setting at High Sierra Industries for 10 years, but after losing sight in her left eye, she could no longer work there. Erlinda became depressed and discontent with life after being unemployed for seven years, because she knew, despite her disability, she was capable of holding down a job. In addition to her visual impairment, Erlinda was diagnosed with a severe to profound intellectual disability with social anxiety, and a communication disorder. However, Sierra Regional Center referred her to BVR because of her determination to go back to work.

Erlinda's BVR counselor discovered through observations and discussions with her mother that she was interested in sorting and organizing items. BVR paid for Erlinda to undergo a work-hardening program and work-based learning experience through Goodwill Industries, which led to her current employment. Erlinda works at Goodwill pulling and sorting clothing items according to sizes and colors. She is performing her essential job functions at 100 percent accuracy. Her speed level is at 90 percent compared to her counterparts. She has overcome her limitations with strategies and works with minimal supports. For instance, Erlinda can differentiate between brown and black tags by the reflection or shininess of the tag.

Erlinda looks forward to working Monday through Wednesday and is recognized as an invaluable employee by her colleagues because of her work ethic and dedication to her job. Additionally, she is improving in her conversational dialogue and is changing her verbiage from single words or phrases to the formulation of complete sentences. This goal for employment was achieved through the collaborative effort of a multi-faceted team of individuals composed of BVR, Sierra Regional Center, Goodwill Industries, Voyager, Erlinda, and her family. BVR assisted her by providing job development/placement services and job coaching. Voyager is providing extended coaching with assistance from Sierra Regional Center.





# SUCCESS

# STORIES

*Shamica Burnett* did not let her disability of being deaf stop her from reaching her goal of obtaining training as a guest room attendant which eventually landed her part-time employment. Prior to seeking assistance from BVR, Shamica worked as a janitor and a housekeeper. BVR referred her to the Culinary Academy of Las Vegas training program for guest room attendants to expand her skills and knowledge.

Shamica was highly motivated to participate in the program that included 74 hours over three weeks. Shamica, who is fluent in American Sign Language, successfully completed the training course that focused on bed making, cleaning methods, handling chemicals, cart loading, and biohazards.

Upon completion of the program, Shamica attended numerous appointments with a BVR employment specialist and was very patient and highly motivated to stick with it until she became employed. She was hired in March as a part-time housekeeper, working 20 hours a week. Additionally, BVR provided her other services to help reach her employment goal, including clothing for the job, interpreters for job interviews and bus passes for transportation.

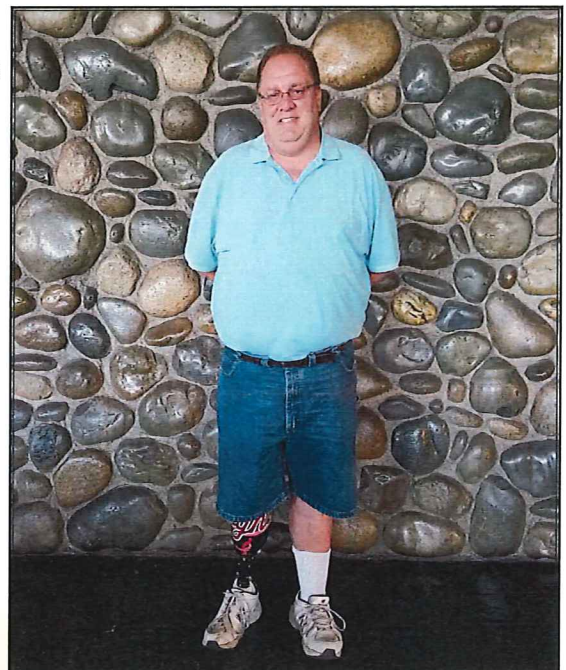
Shamica expressed great appreciation to BVR and is satisfied with her employment outcome. Additionally, she has a positive working relationship with her general manager and co-workers. Her employer says she is a pleasure to work with and fits in well with the company.

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*Todd L.* applied to BVR with a right leg amputation from severe Type II Diabetes. Todd was unable to return to his warehousing job after the loss of his leg. He experienced reduced mobility, lowered work tolerance, and as a result had very poor self-esteem.

With the assistance of BVR, Todd made the informed choice to pursue a career as a health records technician. After assessing his skills and confirming he was likely to benefit from college-level training, BVR provided him the support to pursue an associate's degree from the Career College of Northern Nevada.

Todd was an apt student, completing his degree within a year and a half with a grade point average of 3.45. BVR funded transportation, clothing, assistive technology, and provided counseling regarding disability adjustment and job readiness. As a result, Billing Resources hired Todd as a records technician. Todd earns enough to allow him to no longer need Social Security Disability Insurance and enjoys his new career that allows him to be independent. Additionally, the assistance allowed him to obtain a more fulfilling and appropriate job than the one he previously had in warehousing.



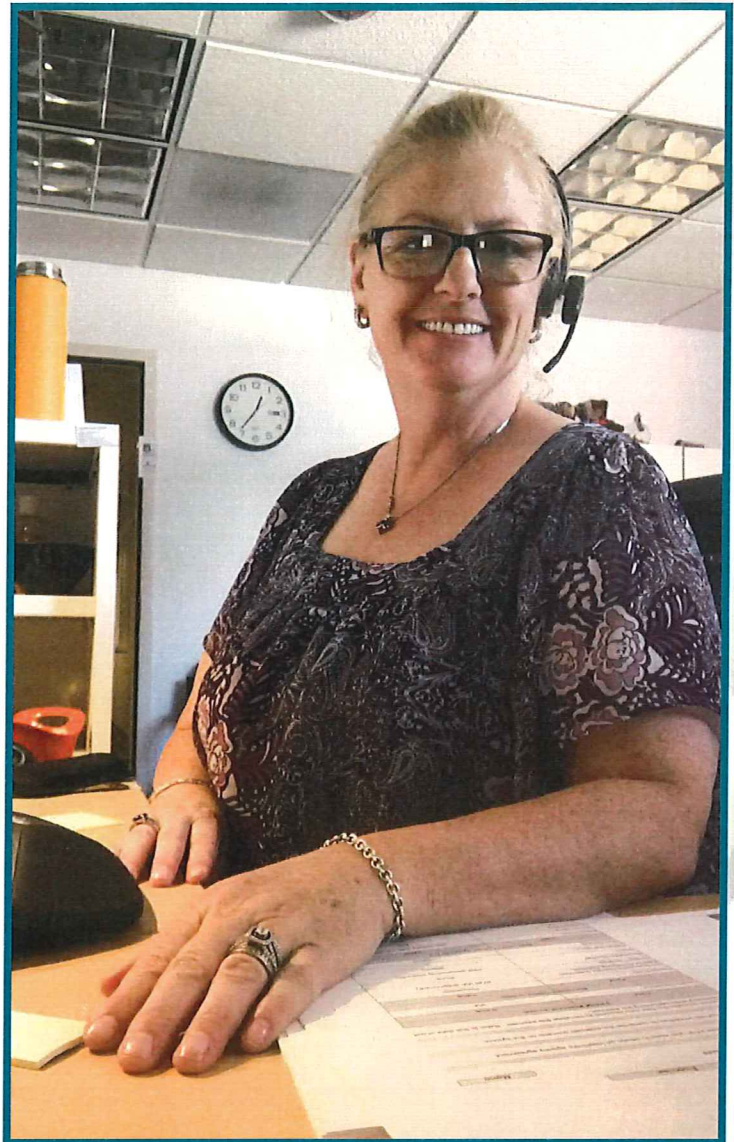


My name is *Teri Ruiz* and a large part of why I am a Success Story is because of Nevada Vocational Rehabilitation. As a person with a hearing disability, I was finding it very difficult to find suitable employment. I was working in a job that catered to my disability, but I only worked part-time with no benefits. I was turning 52 and I needed to have a full-time job with all the benefits, so I set out to find that.

What I found was not much work I could do, because of my hearing. I had limited options and on top of that, I have always felt bad about my hearing loss. I sometimes have to ask people to repeat what they have said to me more than once, because I did not understand what they were saying. That has been difficult for me and I often feel it is irritating to the other person. This has made me very self-conscious about my disability.

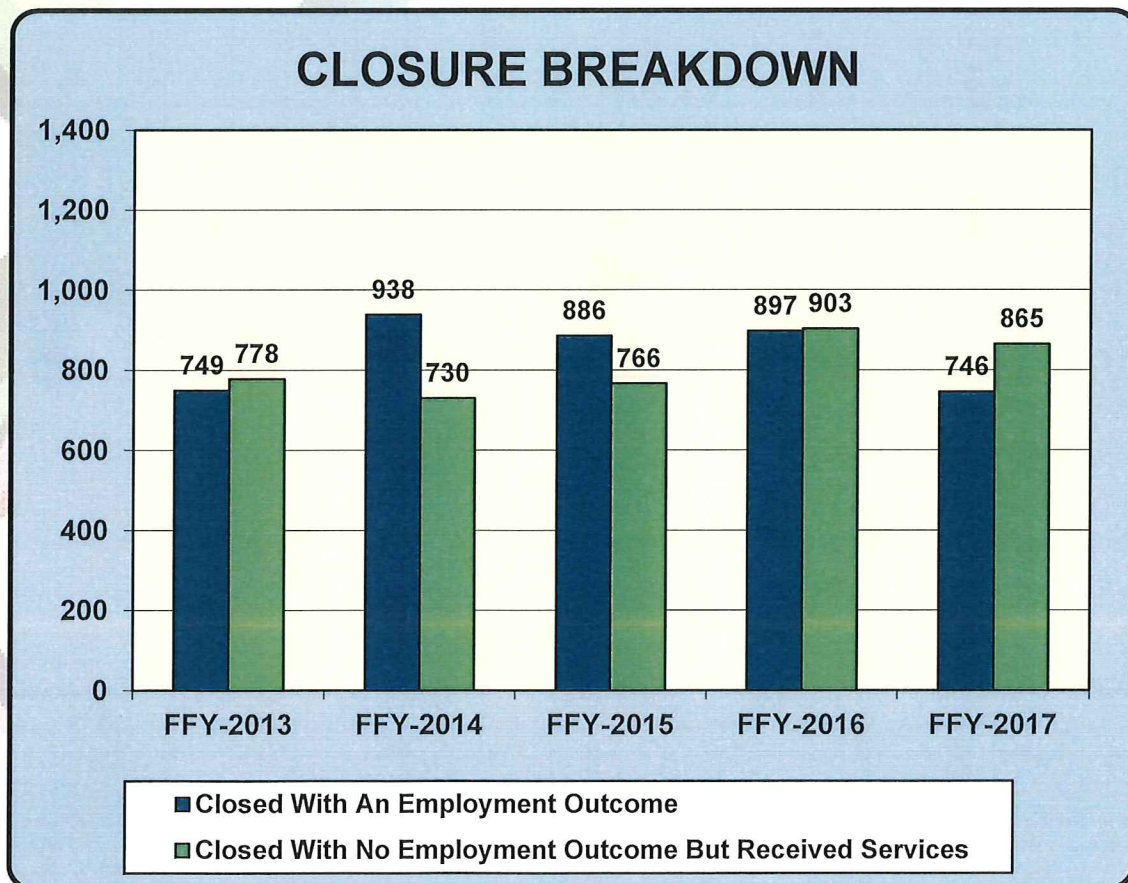
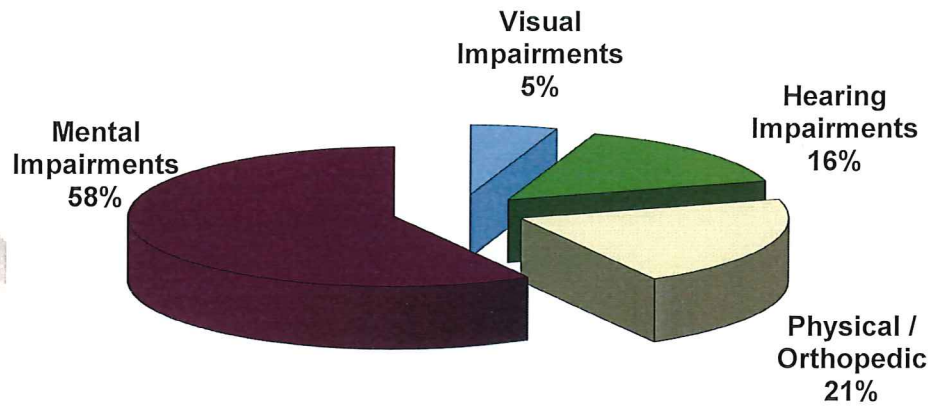
For many long frustrating months, I looked for work. Then I decided to Google jobs for people with disabilities. I then found the Nevada Vocational Rehabilitation program. I went in and signed up for the program and that's how I met my lovely counselor Vivian Turner. She helped me through all the processes and got me started.

Through the program, I was able to get new glasses that helped me in my current job and appointments for the ear doctor. Then came the day Vivian said she had a job she thought would be good for me, a federal job as a procurement technician. I told her I did not know anything about that kind of work, but why not, I was willing to do and learn whatever was required. She helped me apply. To my surprise, they accepted my application. I interviewed, and then several months and hoops later, I was hired. I had felt lost and really did not know what to do before Nevada Vocational Rehabilitation, but now my future looks very bright. I am truly thankful for this Nevada program and the people they employ who give the disabled of Nevada a fighting chance at life.



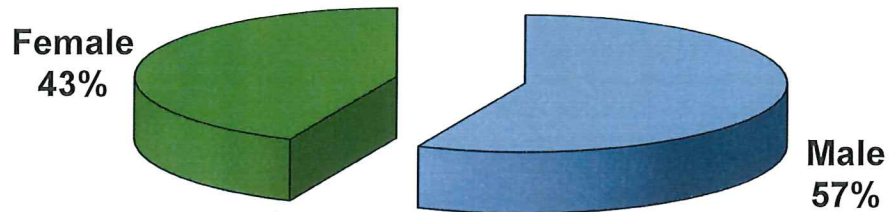


## FFY 2017: Primary Disabilities of Those Who Went to Work



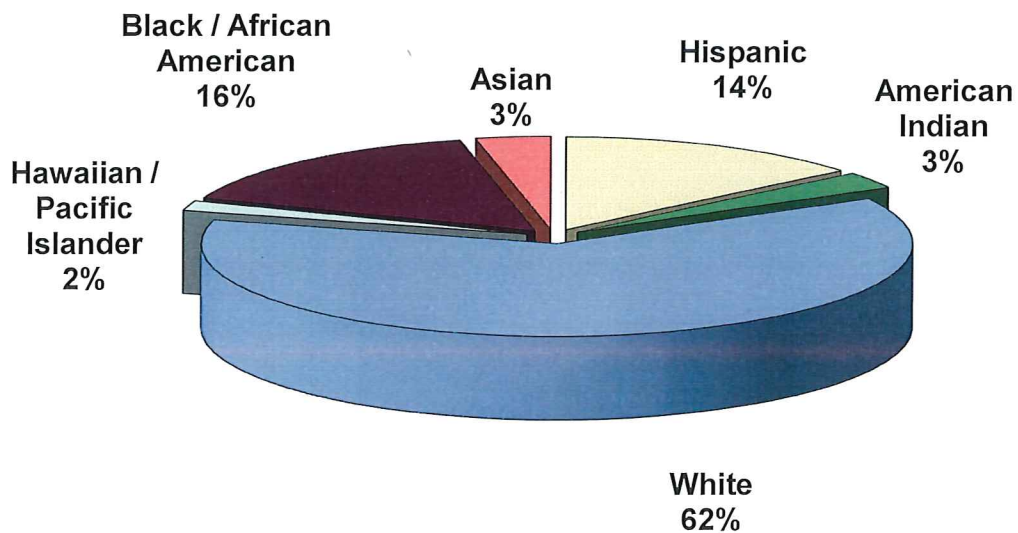


## FFY 2017: Gender Breakdown By Closures



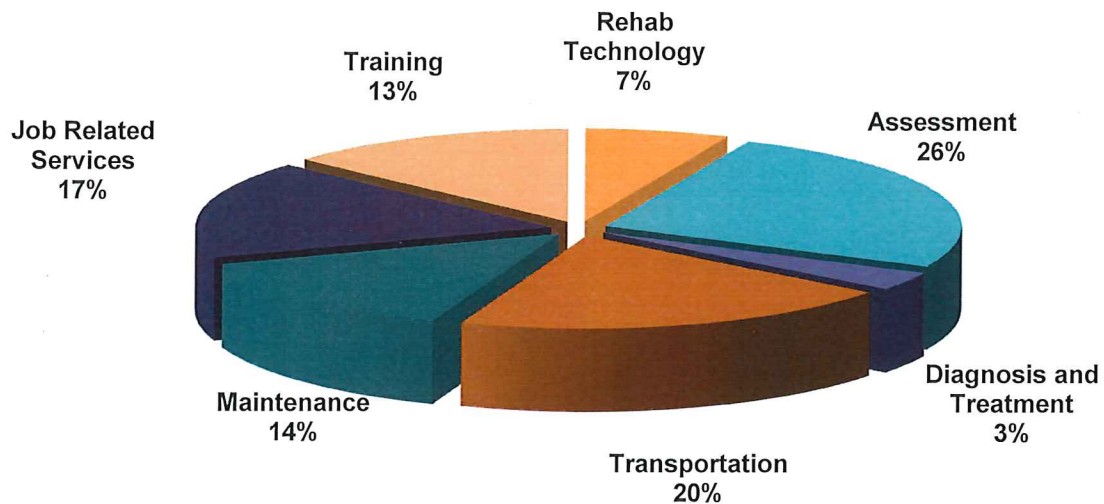
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## FFY: Ethnicity Breakdown By Closures





# SERVICES PROVIDED



**Average Cost per Closure Without An Employment Outcome  
(After Receiving Services)**

**\$3,070**

**Average Cost per Closure With An Employment Outcome**

**\$4,015**

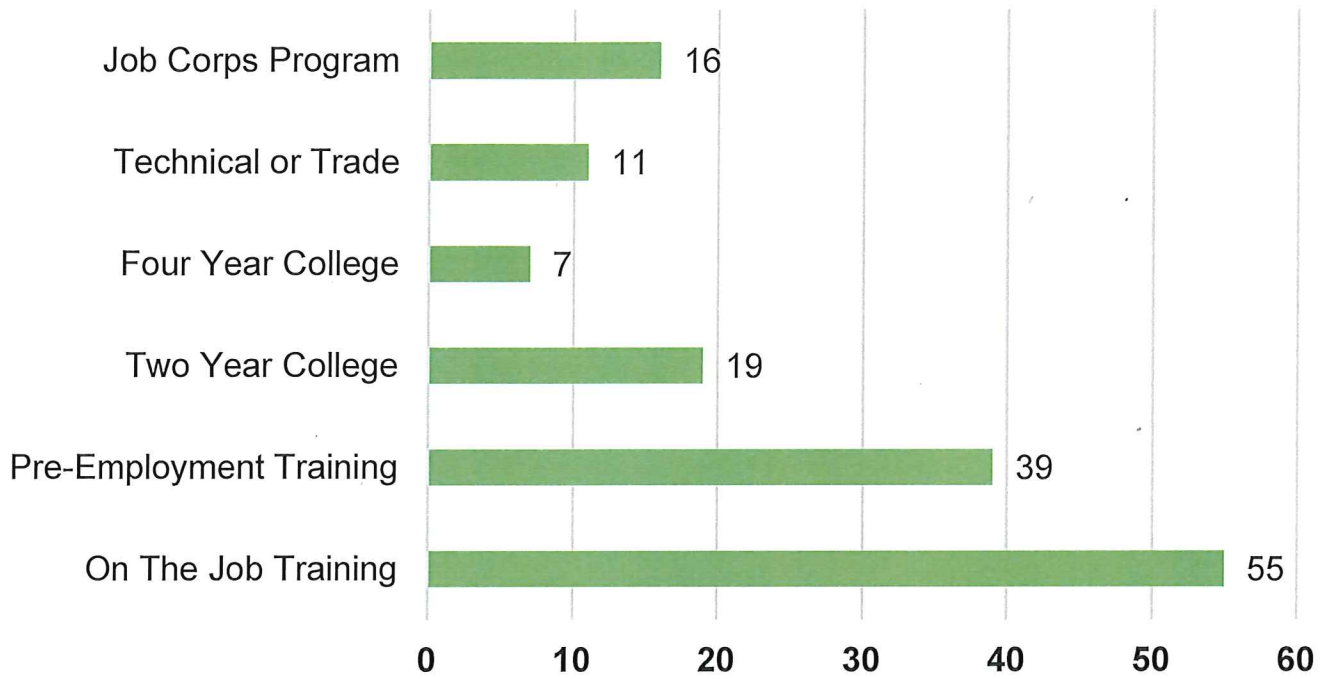
**Average Hourly Earnings For Competitive Employment Outcomes**

**\$11.47**

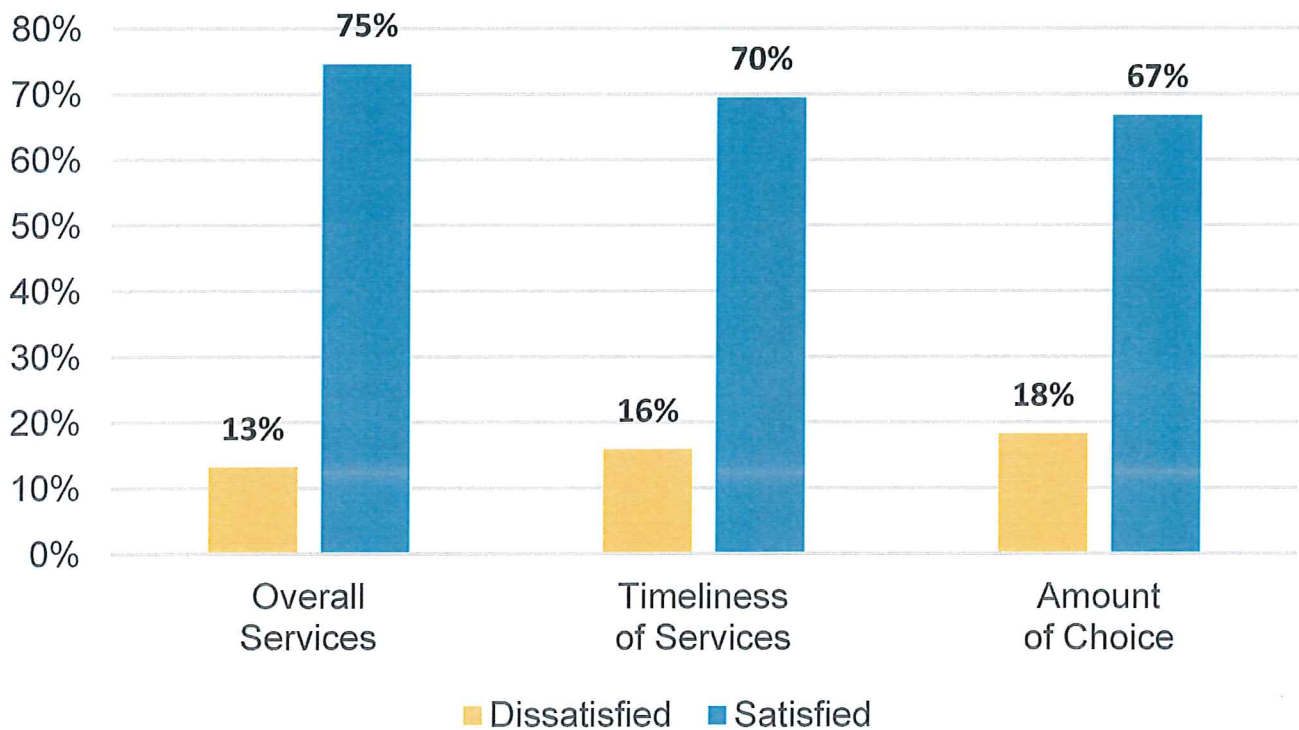


# SATISFACTION SURVEY

## Number of Students in Educational Programs



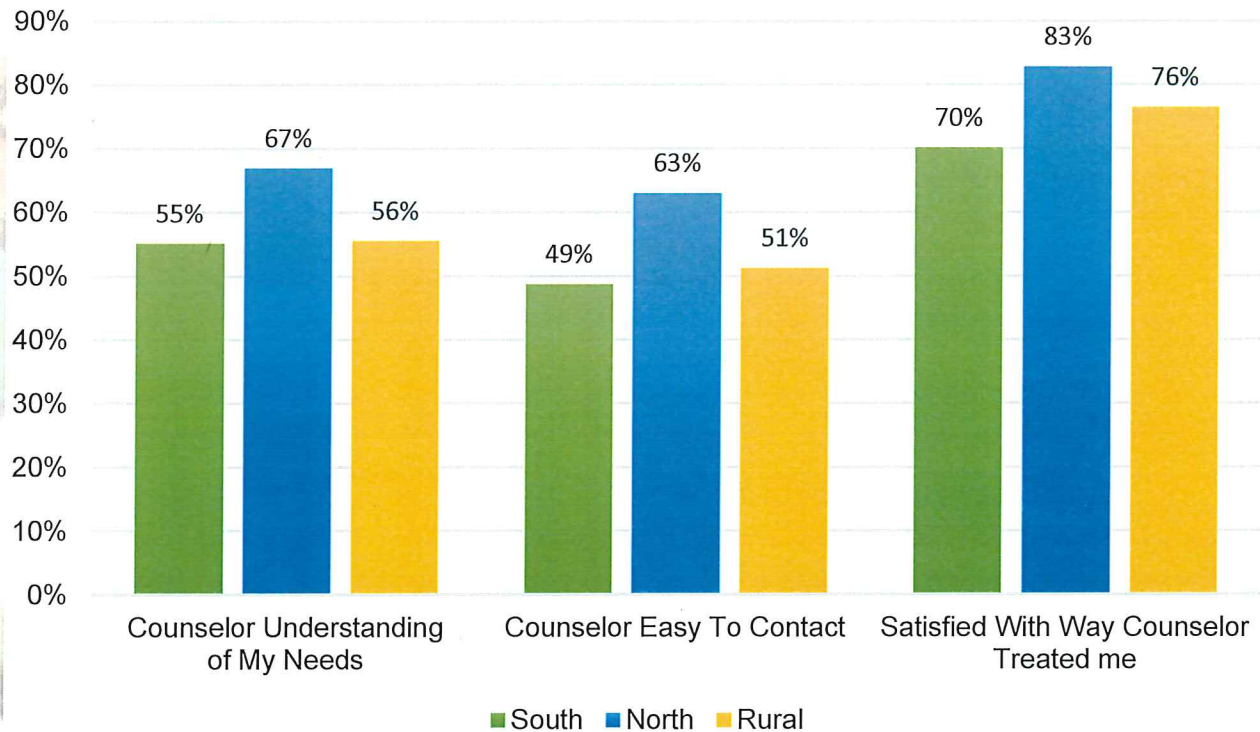
## Satisfaction Ratings of VR Clients



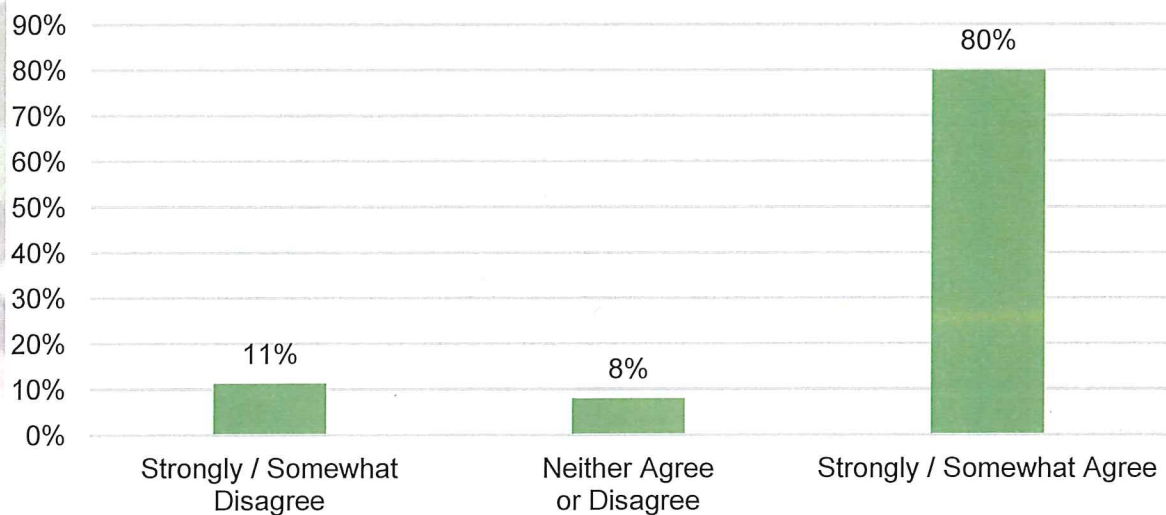


# SATISFACTION SURVEY

## Client Experiences With VR Counselors



## Would Recommend VR Services to Others in Need (Client)





# REHABILITATION DIVISION

## BUREAU OF VOCATIONAL REHABILITATION LOCATIONS

### NORTHERN NEVADA

1933 North Carson Street, Carson City, NV 89701 (Carson)	(775) 684-0400
4001 South Virginia Street, Suite H-1, Reno, NV 89509 (Washoe)	(775) 284-9600
1325 Corporate Boulevard, Reno, NV 89502 (Washoe)	(775) 823-8100
2281 Pyramid Way, Sparks, NV 89431 (Washoe)	(775) 284-9520

### RURAL NEVADA

172 6th Street, Elko, NV 89801 (Elko)	(775) 753-1931
475 West Haskell Street, Suite 2, Winnemucca, NV 89445 (Humboldt)	(775) 623-6544
1500 Avenue F, Suite 1, Ely, NV 89301 (White Pine)	(775) 289-1675
121 Industrial Way, Fallon, NV 89406 (Churchill)	(775) 423-6568

### SOUTHERN NEVADA

3405 South Maryland Parkway, Las Vegas, NV 89169 (Clark)	(702) 486-0100
3016 West Charleston, Suite 200, Las Vegas, NV 89102 (Clark)	(702) 486-5230
4500 E. Sunset Road, Suite 40, Henderson, NV 89014 (Clark)	(702) 486-0300
2827 Las Vegas Boulevard North, North Las Vegas, NV 89030 (Clark)	(702) 486-0200
6330 West Charleston Boulevard, Suite 190, North Las Vegas, NV 89146 (Clark)	(702) 822-4214

TTY 800-326-6868 or Nevada Relay 711





# Nevada

## Vocational Rehabilitation

*A Proud Partner of American Job Center of Nevada*

### At Work for Disability Inclusion

Administration Office  
751 Basque Way, Carson City, Nevada 89706  
(775) 687-6860

Vocational Rehabilitation is an Equal Employment Opportunity program/ service. Auxiliary aids and services are available upon request during consultations with counselors and service providers.